



METROPOLITAN TRANSPORTATION COMMISSION
SERVICE AUTHORITY FOR FREEWAYS AND EXPRESSWAYS

SCOTT HAGGERTY, CHAIR
Alameda County

June 7, 2010

ADRIENNE J. TISSIER, VICE CHAIR
San Mateo County

Addendum No. 1

TOM AZUMBRADO
U.S. Department of Housing
and Urban Development

to

Request for Proposal
For the Call Box Call Answering Center
Dated May 17, 2011

TOM BATES
Cities of Alameda County

DEAN J. CHU
Cities of Santa Clara County

Dear Contractor:

DAVE CORTESE
Association of Bay Area Governments

This letter is Addendum No. 1 to the Call Box Call Answering Center Request for Proposal (RFP) dated May 17, 2010. Deleted text is shown in ~~strike-through~~ format and added text is shown in *italicized* format. The RFP is revised as follows:

CHRIS DALY
City and County of San Francisco

Addendum
Item

Reference

Change(s)

BILL DODD
Napa County and Cities

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Letter of Invitation,
“Minimum
Qualifications”, Page
3, and Request for
Proposals, Section II,
“Minimum
Qualifications”, Page
1

To be eligible to submit a proposal, the Proposer must have *(1) a current call answering center that meets the requirements listed in Appendix A-1 and (2) at least two years of experience fully implementing and operating a call answering center that can handle more than 3,000 motorist aid calls each month and provide Spanish language services. Experience handling urgent or emergency calls is desirable but is not a minimum qualification. Additional technical minimum requirements for the call answering center are listed in Appendix A-1.*

DORENE M. GIACOPINI
U.S. Department of Transportation

FEDERAL D. GLOVER
Contra Costa County

ANNE W. HALSTED
San Francisco Bay Conservation
and Development Commission

STEVE KINSEY
Marin County and Cities

SUE LEMPERT
Cities of San Mateo County

JAKE MACKENZIE
Sonoma County and Cities

JON RUBIN
San Francisco Mayor's Appointee

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Minimum
Requirements for
CAC, Appendix A-1

Appendix A-1 is deleted in its entirety and replaced by the attached Appendix A-1, Minimum Requirements for CAC.

BIJAN SARTIPI
State Business, Transportation
and Housing Agency

JAMES P. SPERING
Solano County and Cities

AMY WORTH
Cities of Contra Costa County

KEN YEAGER
Santa Clara County

STEVE HEMINGER
Executive Director

ANN FLEMER
Deputy Executive Director

The remaining provisions of the Request for Proposal, dated May 17, 2010, remain unchanged.

Any questions concerning this addendum to the RFP should be directed to Stefanie Pow, SAFE Project Manager, at (510) 817-5965 or spow@mtc.ca.gov.

Sincerely,

A handwritten signature in cursive script, appearing to read "Ann Flemer".

Ann Flemer
Deputy Executive Director, Policy

AF: SP

J:\CONTRACT\Procurements\Operations & Support Svcs\RFPs\SAFE\Call Box Call Answer Center\Call Box Call Answering Adden1.doc

APPENDIX A-1: MINIMUM REQUIREMENTS FOR CAC

To be eligible to submit a proposal, the Proposer must demonstrate in its proposal form that the following technical specifications for its call answering center are satisfied:

- An Automatic Call Distributor (ACD) capable of prioritizing call box calls as first priority, giving recorded announcements to calls on hold, and allowing real-time remote monitoring of calls;
- Digital Centrex, PBX, or T1 lines capable of handling at least six simultaneous incoming calls. These lines should be able to be provisioned as “emergency” and “ground start” and also allow for multi-way and conference calling, automatic call back, caller identification, and speed dialing.
- Three power fail telephone lines to ensure a link is maintained between the CAC and CHP in the event of a power failure or emergency;
- Capability to report individual call statistics for each call received, including but not limited to answer delay time, call duration, and call classification (this data must be reported monthly in order to receive payment);
- Capability to record each call digitally in the form of file such as WAV, and match the recorded call to a specific call record entry in the database to facilitate easy retrieval;
- Operator screens that minimizes operator decisions and are easily customized
- Workstations with a processor speed no less than 1.0 GHz with a minimum of 256 MB of RAM and 20 GB of hard disk space;
- Server(s) with a processor speed no less than 2.0 GHz with a minimum of 512 MB of RAM and 120 GB of hard disk space running at 7200 RPM, and the capability to burn CD-ROMs or DVD-ROMs for voice log archiving and transfer to MTC SAFE;
- Local Area Network connecting all workstations to the central server(s) at internal speeds of 100 Mbps;
- Emergency power back up system capable of supplying electricity to the entire CAC operation for four hours in the event of a power outage, including uninterruptible power supplies to supply electricity between the power failure and the back up system coming online;
- Access to technical support during normal business hours within 3 hours, or 8 hours outside of normal business hours. Technical support shall be able to troubleshoot and solve hardware, networking, database, and software issues effectively and in a timely manner.

The selected contractor shall not be separately reimbursed for costs attributable to complying with these minimum requirements.